



Wheel-Trans 10-Year Strategy 2018 Public Consultation Report



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TTC Community Relations

June 2018

**Wheel-Trans 10-Year Strategy
2018 Public Consultation Report**

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1 INTRODUCTION

Wheel-Trans is undergoing an unprecedented transformation in a relatively short period of time. This necessitates timely and consistent communication with the public and affected stakeholders.

1.1 BACKGROUND

The Wheel-Trans 10-Year Strategy was developed in response to the new legislative requirements of the Accessibility for Ontarians with Disabilities Act (AODA), recommendations provided by the City of Toronto Auditor General, and the resulting forecasted surge in demand for specialized transit services in the City of Toronto.

With the TTC's conventional transit services are becoming increasingly accessible and with plans for 100 percent accessibility by 2025, the opportunity exists to transform Wheel-Trans' service delivery model to make better use of limited resources while simultaneously adapting and adhering to provincial legislation.

1.2 CONSULTATION PROCESS

In the spring of 2016, the TTC hosted a series of public meetings to inform the public of the upcoming changes to the Wheel-Trans program based on the new 10-Year Strategy. In 2017, the TTC hosted another five public meetings to update and seek feedback on the implemented and upcoming changes. In 2018, the TTC hosted another four public consultation meetings to provide an update and collect feedback on the Wheel-Trans 10-Year Strategy. The 2018 consultation focused on the changes being implemented to improve the experience that customers can expect from Wheel-Trans.

The presence of Wheel-Trans leadership and ACAT (Advisory Committee on Accessible Transit) representatives allowed a direct line of communication between customers and decision makers. All comments and questions have been collected in section 4 of this report and were taken into account during the creation of the 10-Year Wheel-Trans Strategy.

To ensure universal accessibility, all venues were wheelchair accessible and support workers were present to help any guests as required. The presentation included amplified sound, a large main screen, a second screen with closed captioning, and a third screen with a live feed of an American Sign Language Interpreter to ensure all questions, concerns, and information was universally available.

1.3 MEETING FORMAT

The public consultation meetings began at 6:30 pm with a 30 minute open-house, where guests were welcome to explore the poster boards and speak with TTC staff and ACAT members.

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They were encouraged to visit the information tables and review the applicable print material, further described in section 1.1. The presentation slides for these meetings, found in Appendix B: Presentation, were also laid out on poster boards and set up on easels around the venue, which was staffed by TTC employees who were available to answer questions.

After the open house portion of the meeting, the 30 minute presentation began at approximately 7:00 pm. The presentation slides can be found in Appendix B: Presentation.

The remaining hour of the meeting was dedicated to a question and answer period, the content of which can be found in section 8 of this report. A panel of TTC Wheel-Trans leadership staff and the ACAT Chair answered both verbal and written questions during this period.

Table 1 - Public Consultation Agenda

Presentation:		
Doors Open	Wheel-Trans 10-Year Strategy	Q&A period/discussion
6:30 pm	7:00-7:30 pm	7:30-8:30 pm

1.4 PROMOTION

See Table 2 - Public Consultation Promotion for a list of the advertisements used to promote the events.

Table 2 - Public Consultation Promotion

Publication	Date
Wheel-Trans Newsletter	March 19, 2018
Invite Councillors	March 22, 2018
Invitation to key stakeholders	March 22, 2018
City Centre Mirror	April 12, 2012
Bloor West / Parkdale Villager	April 12, 2012
Metro	April 16, 2018
Etobicoke Guardian	April 18, 2018
Scarborough Mirror/East York Beach Mirror	April 18, 2018
North York Mirror	April 26, 2018

1.5 MATERIAL PRESENT

See Table 3 - Material Present at Public Consultation Meetings for a list of the advertisements used to promote the events.

Table 3 - Material Present at Public Consultation Meetings

Print Material
Community Bus Bags
Community Bus pamphlets (all routes)
Community Bus pins
Wheel-Trans 10-year Strategy brochure
Family of Service Maps
Wheel-Trans Presto Brochure
ACAT Brochure
Tips for travel on conventional transit
Hard copies of presentation
Comment sheets
Sign-in Sheets

2 EVENTS

The TTC had planned five Wheel-Trans 10-Year Strategy public consultation meetings, as shown on the event flyer in Appendix A: Event Flyers. Due to a tragic incident at the location chosen for the last two meetings on April 30, the events were postponed and replaced by one evening event on May 30.

2.1 APRIL 18, 2018

Location: Metro Hall, Rooms 308/309,
55 John St., Toronto, ON, M5V 3C6

Time: 6:30 - 8:30pm

Attendees: 25

2.2 APRIL 24, 2018

Location: Father John Redmond Catholic Secondary School, Atrium,
28 Colonel Samuel Smith Park Dr., Etobicoke, ON, M8V 4B7

Time: 6:30 - 8:30pm

Attendees: 30

2.3 APRIL 25, 2018

Location: Jean Vanier Catholic Secondary School, Cafeteria,
959 Midland Ave, Scarborough, ON, M1K 4G4

Time: 6:30 - 8:30pm

Attendees: 60

2.4 MAY 30, 2018

Location: James Cardinal McGuigan Catholic High School
1440 Finch Ave W, North York,

Time: 6:30 - 8:30pm

Attendees: 50

3 FEEDBACK

The conversation from the question and answer periods from the public consultation meetings are paraphrased in Table 4 - Question and Answer Period Summary and are sorted based on the theme of the question and divided into categories.

Table 4 - Question and Answer Period Summary

	Date	Category	Comment/Question	Answer
1	April 18, 2018	Policy	The assisted device policy was mentioned. What about other policies including the door-to-door policy?	In 2018, we will be publishing several updated customer policies. This includes the door-to-door policy. To see the most recent policy updates, check the Wheel-Trans website.
2	April 24, 2018	Policy	When you book a ride, can you take escorts on Saturday or Sunday?	The new companion policy will allow customers to travel with one companion for each trip, on any day of the week, including weekends.
3	April 24, 2018	Policy	What is the food, drink and medication policy?	We allow food and drinks; we do not permit medical marijuana, e-cigarettes, alcohol or vaporizers (open or in use on all TTC property and vehicles, including contract vehicles).
4	April 24, 2018	Policy	What is the new cancellation policy?	The Wheel-Trans late cancellation and no-show policy was updated at the end of 2017; 78% of customers found this new policy allows them more freedom and flexibility, attributed to the newly created 'Life Happens' point system.
6	April 24, 2018	Policy	What is your policy aligned to weather events & how do you notify the customer?	Within the Severe Weather Policy, there are snow and ice contingency plans; clients can cancel with no penalties.
7	April 25, 2018	Policy	What does Conditional Eligibility mean?	Conditional eligibility means customers are able to take fixed-route transit for some trips, and for other trips customers may need Wheel-Trans service when conditions are present or amplified.

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Date	Category	Comment/Question	Answer
8 April 25, 2018	Policy	What is the protocol on late pick-ups? Wheel-Trans has a 30 minute policy that states the “customer has to wait” before calling in to follow up on a ride.	Wheel-Trans requests customers contact the priority line if their ride is more than 30 minutes late. At this time Wheel-Trans will be able to shift or create a new trip to accommodate travel requirements.
9 April 25, 2018	Policy	What should I do if my elevator is not working and I have a Wheel-Trans ride booked for that day?	Please cancel your trip. You may use the priority line to cancel. There is no penalty associated as this would be an extenuating circumstance which is covered in the new ‘Life Happens’ point system.
10 April 25, 2018	Policy	Due to my medical condition, I need the front seat. Can I request a certain seat in a Wheel-Trans vehicle?	As a form of public transit Wheel-Trans is unable to accommodate front or specific seat requests. Drivers will attempt to accommodate where possible, but specific seating is not guaranteed.
11 April 25, 2018	Policy	Is there a scent policy? It has been noticed that some support persons wear scents that can bother customers.	Wheel-Trans promotes a scent-free environment at all times. A new environmental sensitivity policy will be launched later this year that will address scent-free environments.
12 April 18, 2018	Policy	Is it true that you will be able to schedule buses sooner than 4 hours in advance of your trip?	The “four hours in advance” is regarding the cancellation policy. Previously you would have to cancel before 11 p.m. the night before your scheduled trip. Now, you may cancel hours in advance of the trip without penalty.

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Date	Category	Comment/Question	Answer
13 May 30, 2018	Policy	Is it possible to get Wheel-Trans trips outside of Toronto?	<p>Wheel-Trans only operates within the city of Toronto. If you are travelling to regions such as Peel, Mississauga, Durham, Brampton or York Region, you can connect with their respective para-transit services. Wheel-Trans customers are automatically eligible for paratransit specialized services in all surrounding regions.</p> <p>Wheel-Trans reservationists are able to schedule this type of trip.</p>
14 May 30, 2018	Policy	Can a Wheel-Trans customer bring two people with them on their trip?	<p>Yes, as long as one is a support person and the other person is a companion (dependent on space inside vehicles).</p> <p>If you want to take two companions, you would have to book your trip with one companion, and on the same day of service, call in to see if your additional companion could be accommodated on your trip/vehicle (space dependent).</p>
15 May 30, 2018	Policy	How do pick-ups with Wheel-Trans work?	<p>The policy states that the Wheel-Trans operator is to come to the first accessible door, and announce the pick-up. Customers should always be waiting in view of the door in order to ensure pick-ups are completed as scheduled.</p> <p>The driver must have the bus in his or her sight at all times during the pick-up process.</p>

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	Date	Category	Comment/Question	Answer
16	May 30, 2018	Family of Services	What is Family of Services all about?	Family of Services is a new service delivery model which allows customers to take trips combining door-to-door Wheel-Trans service with fixed-route services such as bus, streetcar and subway. Customers can take an entire trip on fixed-route service, or book with Wheel-Trans for a portion of their trip and use fixed-route service for the remainder of the trip.
17	May 30, 2018	Family of Services	It is difficult to get on and off the conventional bus quickly, especially when the bus is full. Are new funds being used to provide additional Wheel-Trans buses for those who can't take the conventional service?	Safety and securement of customers is always more important than time. Operators on conventional vehicles must ensure mobility devices enter the vehicle first and disembark last. If there is no room on the vehicle, the operator should check with supervisors as to the availability of the next accommodating vehicle.
18	May 30, 2018	Family of Services	It seems to be the policy to kneel the bus when someone has a walker, but not to deploy the ramp. Is it possible to deploy the ramp for someone with limited mobility carrying groceries?	All operators are to deploy the ramp upon request . Flash cards and buttons are available to customers who require ramp deployment.
19	May 30, 2018	Family of Services	Clearer instructions on which subways stations are accessible would help to use the fixed-route system.	Accessible Stations are indicated on all TTC system maps, and updates are provided regularly on the TTC website and Twitter accounts. All stations currently inaccessible will be fully accessible by 2025. Additional information and the construction schedule is available at: http://www.ttc.ca/Subway/interactive_map/interactive_map.jsp#

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Date	Category	Comment/Question	Answer
20 May 30, 2018	Family of Services	Is it mandatory to use Family of Services?	Family of Services is not mandatory yet, however we encourage all customers who are able to use the conventional TTC if there is no condition present to prevent them from doing so. Wheel-Trans staff can assist customers with the scheduling of their Family of Services trip.
21 May 30, 2018	Family of Services	After an incident on a conventional bus, I was left at a subway station late at night with no Wheel-Trans ride booked. How is TTC working to resolve issues like these in future?	The TTC takes its passenger safety very seriously and when a specific incident occurs the TTC will take immediate action. If a Wheel-Trans customer is ever stranded they can call the priority line 24/7 at 416-393-4311, to request a ride.
22 May 30, 2018	Family of Services	Request that announcements be made on conventional buses to vacate seats for the priority and courtesy seating as identified by the blue seats.	As required, the operator will request passengers switch seats over the PA to allow access to the blue accessible seats. Customers must also understand that some individuals using priority seats may require them as well, as customer challenges are not always visible and obvious.
23 May 30, 2018	Family of Services	I have experienced incidents on the regular bus where other customers were rude to me because of my disability.	The TTC is intended for all individuals. Rude or violent behavior is not tolerated in any way against any person. During the implementation of Family of Services, more effort will be applied to education about sharing the transit system in respectful ways. A courtesy campaign was recently launched to promote inclusiveness and the sharing of space on the TTC with people of all abilities.

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Date	Category	Comment/Question	Answer
24 April 18, 2018	Tele- phony	What are the hours for the Family of Services phone line?	The Family of Services line is staffed from 7 a.m. to 7 p.m., seven days a week. Traditional Wheel-Trans reservationists will also be able to accommodate Family of Services trips and requests.
25 April 24, 2018	Tele- phony	Sometimes, I have to “hold” on the phone for one and a half hours.	<p>Wheel-Trans receives thousands of phone calls per day. A new system was implemented in July which is able to take in more phone calls and provides a call-back option.</p> <p>We also offer customers a dedicated line for Family of Services trip requests at 416-397-5852, available between the hours of 7 a.m. to 7 p.m. The hold times for this line are minimal.</p> <p>Please note that 50 per cent of trips are booked online, and there is no wait-time for online service.</p>
26 April 25, 2018	Tele- phony	If a customer books an AM trip, but confirmed time is not possible and they only receive information after hours, what is the next step?	There is a 90 minute variance on the scheduling system. If the time is not convenient for you or your appointment, on the day of service, we open at 5:30 a.m. for you to modify your time.
27 May 30, 2018	Tele- phony	What is the new telephone system and how will it accommodate phone call queues?	The new telephone system went live in July 2018. The system provides callers who are on hold the option to receive a call-back from Wheel-Trans instead of remaining on hold. Your place is held in the queue.

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Date	Category	Comment/Question	Answer
28 April 18, 2018	Tele- phony	What is the new Wheel-Trans app and what can it do?	The new Wheel-Trans smartphone app, to be released in 2019, will give customers the ability to book, cancel and change a trip. It will also provide a notification when your vehicle is near.
29 April 18, 2018	Vehicle	What is the plan for the ProMaster vehicles?	There are currently 20 ProMaster buses in the Wheel-Trans fleet, with additional vehicles on order. As wider buses are not effective on narrower city streets, Wheel-Trans is cooperating with Metrolinx to procure similar agile vehicles to effectively navigate city streets.
30 April 25, 2018	Vehicle	What if the Wheel-Trans vehicle that picks me up isn't suited for my needs? I need extra space and am not comfortable in the Taxi van fleet.	Wheel-Trans customers have the ability to select specific vehicles if their condition or circumstances warrant the request. Appropriate vehicles will be scheduled for pickups if Wheel-Trans is made aware of restrictions before trips are scheduled.
31 May 30, 2018	Vehicle	I experience personal discomfort when travelling on the Wheel-Trans accessible taxis in terms of hitting my head on the roof of the vehicle and inconvenient footstools that shift around as the vehicle moves.	Wheel-Trans Accessible taxis must adhere to regulated requirements on door height and width, which have been determined to accommodate most customers. Contractors are not to have loose items within the cabin, and will be reminded to secure their belongings in order to improve service. Customers can request alternate or specific vehicles if their medical practitioner and condition warrant such accommodations.

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Date	Category	Comment/Question	Answer
32 April 18, 2018	Customer Service	I have a problem with booking trips and I keep getting the message: "we are not taking phone calls at this time," and the phone proceeds to hang up. It happens multiple times during the day.	This message was typically heard after-hours. The original phone line could only handle 95 phone calls in the queue. Any caller past the 95 th call would receive a busy signal. The new telephone system will eliminate this practice by having a longer queue and a call-back option.
33 April 24, 2018	Customer Service	Can the customer indicate what mobility devices they can use on the system? Can you do that on-line with ride line?	When you register for Wheel-Trans, you can indicate what mobility device you use. When you book on-line, there will be a "check box" for you to indicate what device you are using.
34 April 24, 2018	Customer Service	Can you make a Wheel-Trans reservation on the weekend? And what about emergency Wheel-Trans calls?	Reservations are open seven days a week. Last-minute bookings require a minimum of four hours' notice. Wheel-Trans also has a dedicated line for booking Family of Services trips, as well as a priority line.
35 April 24, 2018	Customer Service	What if the driver is late?	Drivers have a 20 minute pick-up window for each customer. Only after 20 minutes can the driver be classified as late. If a driver is more than 30 minutes late, please call Wheel-Trans in order to determine the status of the run or to make alternate arrangements. The smartphone app launching in 2019 will also provide different methods of tracking and reporting late pick-ups.
36 April 24, 2018	Customer Service	Sometimes, medical appointments take longer than planned and we often have to reschedule the return trip.	Wheel-Trans schedules thousands of trips per day. If a customer is not available for pick-up, the trip must be rescheduled in order to not affect other riders scheduled for the day. Customers can call Wheel-Trans or the priority line in order to reschedule.

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	Date	Category	Comment/Question	Answer
37	April 24, 2018	Customer Service	Majority of riders are aging people. Is there a service that will assist riders to go to the bathroom (if, for some reason the bus is taking extra-long)?	If there is a special circumstance, dispatch may be contacted and informed that the operator will be assisting the rider for a washroom break.
38	April 24, 2018	Customer Service	I live in the Basement of a house. My entrance is behind the gate and behind the house. How do I communicate this to the driver?	Customers can inform Wheel-Trans of any entrance or contact requirements when booking their rides.
39	April 25, 2018	Customer Service	I book on-line 99% of the time. Is it possible to book a Family of Services trip online?	Family of Services will have an online booking platform in the near future. This service will also be able to give you details about connections on conventional transit required to complete your Family of Services trip.
40	April 25, 2018	Customer Service	Every Tuesday I go to Church for 9:30am. Wheel-Trans drops us off at 7:45/8:00am outside and I have to wait until 9:00 am for the Church to open the doors. Why can't I get a ride at the right time?	When contacting Wheel-Trans it is possible to have trips such as these entered as recurring trips. This will help establish your place in the ride queue. It is also important to understand that a large majority of trips are scheduled at this rush hour time, and rides are accommodated as much as possible.
41	May 30, 2018	Customer Service	Due to inclement weather, it seems that Wheel-Trans trips are not 100% certain. Is there a way to get live updates if my bus isn't coming or to get on a wait list?	Customers can call Wheel-Trans for updates, and beginning in 2019 will be able to ascertain vehicle location information via the forthcoming smartphone app. Customers can also call the priority line to get on a waitlist for the day. Wait lists are expunged at 11 p.m. and customers will have to re-book to continue the process for the following day.

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Date	Category	Comment/Question	Answer
42 May 30, 2018	Customer Service	I experience miscommunication with operators over the phone when I attempt to explain my pickup/drop-off location and am met with the interjection that it is not the Wheel-Trans pickup point.	Wheel-Trans has designated landmarks for most addresses. If there are new addresses, specific landmarks for specific buildings are used to locate the customer. Ahead of time, we request customers provide precise details of their trip to their reservationist and confirm the landmark nearest to the accessible entrance.
43 May 30, 2018	Customer Service	Do we have designated landmarks for every address?	Although Wheel-Trans has many landmarks, but not every location in the city has one. Supervisors establish landmarks by doing site visits with Wheel-Trans vehicles to locate accessible entrances, parking and where to deploy the ramp.
44 May 30, 2018	Customer Service	Why is my chair suddenly being classified as an 'extra-large wheelchair'?	The reason why you have the 'extra-large' status on your file is to ensure the computer system will only book you on the Wheel-Trans vehicle appropriate for your needs. Indicating certain specifications such as an extra-large chair would allow for the customer to obtain the correct vehicle for their needs.
45 May 30, 2018	Customer Service	I had an incident in which my Wheel-Trans operator assured me on drop-off at my dinner venue that my pick-up would actively look for me. According to restaurant staff, someone had briefly stopped by and left without my notice, which resulted in me having to pay for a cab. When I brought up this incident with Customer Service, they said the drivers do not go into the facility in search of customers.	Wheel-Trans policy states operators must enter the first set of accessible doors and call the customer's name. Customers are also required to be visible from the doors and waiting in view at their scheduled pickup time. The operator is not required to search a location for the customer

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Date	Category	Comment/Question	Answer
46 May 30, 2018	Customer Service	I question the Wheel-Trans vision statement of “spontaneity” when my bookings need to be made a week in advance. How does that equate to being a spontaneous transportation system?	Wheel-Trans is a reservation service and has improved dramatically in regards to ‘spontaneity’. Wheel-Trans clients now have the ability to book a trip only four hours in advance and priority lines also help schedule last-minute trips.
47 May 30, 2018	Customer Service	I experienced rude service from the people in the customer service department and despite lodging a complaint, received no response.	In cases of poor customer service etiquette, customers are encouraged to report the incident immediately. Staff are constantly given refresher courses in sensitivity training to help them communicate effectively with customers. Not every complaint can be responded to, but all are reviewed and actioned upon internally if necessary.
48 April 18, 2018	Comm. Bus	We want more buses/services in the Eglinton Ave West area.	The 405 community bus is currently routed through the western part of this area and there is no plan to expand the route at this time. Wheel-Trans is collecting all requests for new routes and route changes, which will be incorporated into future route planning.
49 April 18, 2018	Comm. Bus	The community bus in the Dufferin & Bloor area never goes into the subway stop and is difficult to catch on the street.	<p>The 402 Parkdale Community Bus, like all Community Buses, are run on a schedule and should be entering and servicing designated subway station stops on the route. Audits are completed on a regular basis to ensure service is up to standard.</p> <p>For on-street pick-ups, please ensure you are visible to the driver and indicate your intent to board the bus by waving. If you are not being picked up, please call Wheel-Trans and report the incident.</p>

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Date	Category	Comment/Question	Answer
50 April 24, 2018	Comm. Bus	I am Interested in your Community Bus pilot project. Etobicoke has a lack of transportation and access hubs. The 405 is the busiest community bus route and it goes nowhere near a subway station.	We are planning the installation of Access Hubs in the Etobicoke area to improve access. Before we pilot or alter any Community Bus routes, the board will evaluate the current pilot routes in early 2019.
51 April 24, 2018	Regional	What kind of regional partnerships are you looking into?	Wheel-Trans participates in the GTHA Specialized Transit Working Group which has representation from York, Durham, Peel and Hamilton Regions. Meetings are held every six weeks which focus on cross-boundary travel. The ultimate goal is to have a shared online booking system between the different regions.
52 April 24, 2018	Travel Training	When I travel on the subways, street cars or buses, how will I know which modes are accessible to me?	We are launching a Travel Training program to help customers learn how to successfully use TTC services safely and independently. The TTC will be offering customers 1:1 personalized training for a route of the customer's choice. Reservationists can advise if a Family of Services trip is possible for customers, considering the requirements for each customer. All transit options at TTC will be fully accessible by 2025.
53 April 25, 2018	Infra-structure	I have a problem when I wait for the elevator. When it arrives, people push ahead of me as I move slower due to my condition.	TTC has implemented communication campaigns to promote the sharing of space with persons with disabilities, the elderly and pregnant women in order to create public awareness for situations such as these.

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Date	Category	Comment/Question	Answer
54 April 24, 2018	Infra-structure	I have found that some bus stops are accessible but the path to the bus stops may not be accessible.	Family of Service transfer locations are carefully selected to ensure they are fully accessible for customers to easily navigate to and from Wheel-Trans vehicles on to the conventional service. The path of travel is always considered when selecting hub and stop locations.
55 May 30, 2018	Misc.	What will happen to the Wheel-Trans service in 10 years once the system is made fully accessible?	Although the TTC will be fully accessible by 2025, there will always be customers who require dedicated Wheel-Trans service. TTC will always provide door-to-door service for those who need it. Accessibility of the entire system ensures these individuals will have greater and unimpeded access to Wheel-Trans as less dependent customers are transferred to Family of Services trips.

4 NEXT STEPS

No other large engagement events for the Wheel-Trans 10-year strategy are planned for the remainder of 2018. Smaller events will be held with targeted stakeholder groups to disseminate information and collect additional feedback.

All questions, comments and suggestions inform the long term planning and the roll-out of the 10-Year Strategy.

5 APPENDICES

APPENDIX A: EVENT FLYERS

Event Flyer prior to cancelation of April 30th events

TTC Wheel-Trans Public Consultation, April 2018

TTC employees will provide an update and feedback on the Wheel-Trans 10-Year Strategy with a focus on customer experience.

Details will also be available on the Family of Services Pilot, Access Hubs and the Community Bus pilot routes. Participants will have an opportunity to ask questions and provide input on each of these initiatives.

	Doors Open	Presentation: Wheel-Trans 10-Year Strategy	Q&A period/ discussion
Afternoon Session (April 30 only)	2:30 pm	3:00-3:30 pm	3:30-4:30 pm
Evening Sessions	6:30 pm	7:00-7:30 pm	7:30-8:30 pm

Support services will be available at each location:

- Captioning • Attendant • Interpreter (ASL)

Downtown: April 18, 6:30 - 8:30pm
Metro Hall, Rooms 308/309
55 John St., Toronto, ON, M5V 3C6
Transit: streetcar 503 / 504 / 514

Etobicoke: April 24, 6:30 - 8:30pm
Father John Redmond Catholic Secondary School, Atrium
28 Colonel Samuel Smith Park Dr., Etobicoke, ON, M9V 4B7
Transit: bus 44 / 188

Scarborough: April 25, 6:30 - 8:30pm
Jean Vanier Catholic Secondary School, Cafeteria
959 Midland Ave, Scarborough, ON, M1K 4G4
Transit: bus 57

North York: April 30, 2:30 - 4:30 + 6:30 - 8:30pm
North York Memorial Community Hall, Burgundy Room
Accessible via 5 Park Home Avenue, Toronto, ON, M2N 6M1
Transit: Line 1, North York Centre Station

Contact Information:
Mitchell Underhay, Community Liaison, TTC
416-393-3792 wtconsult@ttc.ca

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Event Flyer after cancelation of April 30 events, with replacement event on May 30

TTC Wheel-Trans Public Consultation, May 30, 2018

TTC employees will provide an update and feedback on the Wheel-Trans 10-Year Strategy with a focus on customer experience.

Details will also be available on the Family of Services Pilot, Access Hubs and the Community Bus pilot routes. Participants will have an opportunity to ask questions and provide input on each of these initiatives. Support services will be available at each location.

May 30, 6:30 - 8:30pm
James Cardinal McGuigan Catholic High School
1440 Finch Ave W, North York,
Transit: Line 1, Finch West Station

Doors Open	Presentation: 10-Year Strategy	Q&A period/ discussion
6:30 pm	7:00 - 7:30 pm	7:30 - 8:15 pm

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APPENDIX B: PRESENTATION

APPENDIX C: EVENT PHOTOGRAPHS



Figure 1 – Public Consultation Meeting April 18, 2018, Metro Hall



Figure 2 - Public Consultation Meeting April 18, 2018, Metro Hall



Figure 3 - Public Consultation Meeting April 18, 2018, Metro Hall



Figure 4 - Public Consultation Meeting April 18, 2018, Metro Hall



Figure 5 - Public Consultation Meeting April 18, 2018, Metro Hall



Figure 6 - Public Consultation Meeting April 25, 2018, Jean Vanier Catholic Secondary School



Figure 7 - Public Consultation Meeting April 25, 2018, Jean Vanier Catholic Secondary School



Figure 8 - Public Consultation Meeting April 25, 2018, Jean Vanier Catholic Secondary School

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Figure 9 - Public Consultation Meeting April 25, 2018, Jean Vanier Catholic Secondary School